

There is a vocal minority of callers who are abusive to video relay communication assistants. When a caller harasses or threatens any CA, the work environment of the CA should take precedence over the abusive caller's right to continue that session. However, when the caller is NOT abusing the CA but is instead abusing the person they are calling via the CA, this is functionally equivalent to a person who is not relying on relay doing the same thing. Callers may be upset with each other, but they have the right to carry on their call. It is incumbent upon the recipient of this type of call to decide whether to terminate it by simply hanging up the phone, which is an option in any non-relay call. Although some customer service departments block their employees from using the disconnect feature during calls, customer service representatives can obtain permission from their supervisors to invoke the disconnect feature to hang up on an abusive call in progress, regardless of whether the call is through video relay.